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# REINTEGRATION Package for Ethiopia





# Reintegration Package for Ethiopia

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# Foreword

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With rise in migration flows from Ethiopia over the past 8 years, reintegration of returnees is becoming an increasingly prominent issue in the country. According to research conducted by the ILO and other organisations, Ethiopian returnees are often in situations of vulnerability and need assistance to fully reintegrate back into the labour market. While this challenge may not be unique to Ethiopia, providing comprehensive reintegration support to returnees is a challenge that many sending countries are currently contending with.

Ethiopia in the recent past has been faced with increased return of migrants, as a result of mass deportation from countries like Saudi Arabia, between November 2013 and March 2014, around 163,018 Ethiopian migrants were forcibly repatriated. Again between March 2017 and August 2018 around 190,000 Ethiopians migrants are estimated to have returned. Moreover, there are a number of Ethiopian migrants returning voluntarily or forced to Ethiopia from different parts of the world, which some still requires reintegration support.

Although the Government of Ethiopia, together with other humanitarian actors successfully manage the return, in the absence of a national framework on reintegration, the reintegration into the labour market remains largely unaddressed. To enhance and strengthen the reintegration support services provision in Ethiopia, a *Reintegration Package for Ethiopia* was developed. This reintegration package is expected to serve as a point of reference and practical guide for the Government of Ethiopia, UN agencies, civil society organizations and other stakeholders to develop programs in support of the successful reintegration of returnees, back into their community and labour market. This package is a living document that identifies and lists out systems, programs and activities that need to be put in place to support successful reintegration of returnees.

Accompanied by a Background report, the Reintegration Package provides a recommended approach to support returned migrants to reintegrate into the society and labour market, focusing on three main components namely economic, socio-cultural and psychosocial. This package is designed to address the needs of returnees upon return in a flexible manner by establishing the core principles that guide the overall reintegration process and recommend a framework of collaboration amongst relevant institutions. The package also provides information on monitoring and case management.

Following the finalization of this Package and as per the recommendation set out in its accompanying background report, the ILO further engaged with the Government of Ethiopia to develop and finalize a “Reintegration Directive”, which is led and owned by the Federal Urban Job Creation and Food Security Agency. This directive is expected to serve as a reference and practical guide to the Government of Ethiopia and other stakeholders engaged in the reintegration of returnees in Ethiopia. Further to the development of the Reintegration Directive, it is my hope that the remaining recommendations and best practices showcased in the package will be considered and replicated by the Government of Ethiopia to support the effective socio-cultural, psychosocial and economic reintegration of returnees in Ethiopia.



I would like to congratulate the Government of Ethiopia for its efforts geared towards reintegration. I would particularly like to thank the Ministry of Labour and Social Affairs and the Federal Urban Job Creation and Food Security Agency for leading the process and owning this document, which is a key reference document for the preparation of the Reintegration Directive. Finally, I would like to thank the European Union who is funding the ILO project *“Support to the reintegration of returnees in Ethiopia”* under which this package was developed.

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and Special Representative to the African Union (AU)  
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## Abbreviations and acronyms

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|               |   |
|---------------|---|
| <b>BoLSA</b>  | Bureau of Labour and Social Affairs             |
| <b>BoYS</b>   | Bureau of Youth and Sport                       |
| <b>CETU</b>   | Confederation of Ethiopian Trade Unions         |
| <b>EEF</b>    | Ethiopian Employer Federation                   |
| <b>EYB</b>    | Expand Your Business                            |
| <b>FBO</b>    | faith-based organization                        |
| <b>ILO</b>    | International Labour Organization               |
| <b>IO</b>     | international organization                      |
| <b>IOM</b>    | International Organization for Migration        |
| <b>IYB</b>    | Improve Your Business                           |
| <b>MFI</b>    | microfinance institution                        |
| <b>MoLSA</b>  | Ministry of Labour and Social Affairs           |
| <b>MoYS</b>   | Ministry of Youth and Sport                     |
| <b>MoWCYA</b> | Ministry of Women, Children and Youth Affairs   |
| <b>MRC</b>    | Migrant Resource Centre                         |
| <b>UJCFSA</b> | Micro and Small Enterprise Development Agency   |
| <b>NGO</b>    | non-government organization                     |
| <b>RC</b>     | Reintegration Centre                            |
| <b>SIYB</b>   | Start and Improve Your own Business             |
| <b>TVET</b>   | Technical and Vocational Education and Training |
| <b>UMC</b>    | unaccompanied migrant child                     |
| <b>UNDP</b>   | United Nations Development Programme            |
| <b>UNFPA</b>  | United Nations Population Fund                  |
| <b>UNICEF</b> | United Nations Children's Fund                  |
| <b>WHO</b>    | World Health Organization                       |
| <b>WISE</b>   | Women in Self-Employment                        |



# 1. Introduction

---

This report presents the recommended approach for developing a reintegration package for return migrants in Ethiopia, hereafter termed the “package”. This package is the result of an International Labour Organization (ILO) funded consultancy for the European Union-funded project “Support to the reintegration of returnees in Ethiopia”. This reintegration package follows from the accompanying *Reintegration background report*, which provides an overview of the current situation for reintegration in Ethiopia.

Managing international labour migration is a major challenge of the 21st century that requires a commitment to applying decent work concepts as a guiding framework for labour migration governance, to providing reliable information on overseas employment opportunities, and to building up systems for matching qualified jobseekers with foreign employers’ demand. The Government of the Federal Republic of Ethiopia and its partners must put in place national legal frameworks that are in line with international instruments that guarantee the protection of migrant workers.

The governance of migration requires strong national structures and systems, including international partnerships and collaboration via bilateral, regional, and multilateral arrangements for regulation of labour migration issues. Such collaborations should be based on the following measures:

- ▶ the ILO’s fair recruitment initiative as a means to improve the protection of migrant workers’ rights, including to equality of opportunity and treatment;
- ▶ recognition of mutual benefits to both origin and destination countries;
- ▶ transparent migration policies in line with labour market needs;
- ▶ protection of migrant workers’ rights in line with international standards, and ensuring their access to justice and effective remedies in practice – hence the role of a well-functioning labour inspectorate;
- ▶ promotion of bilateral, regional, and international cooperation, and the formulation of policies based on reliable information and data; and
- ▶ regulation of the activities of private recruitment agencies.

Following from the *Reintegration background report*, the definition of reintegration used in this package is: “the re-inclusion or re-incorporation of a person into a group or process, for example, of a migrant into the society of his or her country of origin or habitual residence. Reintegration is thus a process that enables the returnee to participate again in the social, cultural, economic, and political life of his or her country of origin.”<sup>1</sup> This definition has been selected because, first, it is internationally recognized as a standard definition of reintegration for non-refugee returnees, and second, as it meets the needs of the Ethiopian context.

Understanding the challenges of returnees to Ethiopia this package focuses on the following three domains within the reintegration package:

- ▶ **Economic** – includes employment; women’s economic empowerment; economic vulnerability or capacity of the household of return; vocational training; access to microfinance or loans; savings; debt relief.
- ▶ **Socio-Cultural** – includes the community of return (original community or new community); support structures available to a returnee (both at the familial and the community level); participation in local organizations or groups (such as church

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<sup>1</sup> International Organization for Migration (IOM): *Reintegration: Effective approaches* (Geneva, 2015), p. 4.

organizations, edir, kebele organizations, or returnee network supports); children's access to education; and cultural maintenance and acceptance.

- ▶ **Psychosocial Health** – includes access to and support for psychological services; and access to health services addressing general and specific needs.

The reintegration process is also envisioned as occurring in different stages:

- ▶ **Pre-return** – Includes pre-departure and time abroad
- ▶ **Immediate post-return** – within the 14 days of arrival in Ethiopia
- ▶ **Short-term reintegration** – from 14 days to 6 months post-return
- ▶ **Long-term reintegration** – from 6 months post-return

Interventions for each reintegration stage are presented later in the report.

The main target group of returnees for this reintegration package are individuals returning from the Middle East and other destination countries with similar contexts. This decision was made in consultation with ILO Ethiopia and is based on the fact that the majority of returnees in need of assistance in Ethiopia are returning from the Middle East and are returnees with similar vulnerabilities. This is not to say that returnees from other countries (such as Libya or Sudan) are intended to be excluded from reintegration support. The package includes assistance to both individuals that return of their own volition and those who are deported or forcibly returned. The package does not differentiate assistance for forced and voluntary returns, and instead focuses on the needs of the returnee upon return. Research has demonstrated that return migration from the Middle East to Ethiopia is complex and the forced versus voluntary dichotomy of return does not necessarily reflect the current needs of the individual<sup>2</sup>.

At the same time, the package tries to address the highly feminized context of migration and return from Ethiopia, where women may face gender-specific challenges, including violence, extreme social isolation, and high levels of vulnerability upon their return. Their conditions will be taken into consideration in this package.

It is noted that one of the core recommendations in section 9 of the *Reintegration background report* is for the Ministry of Labour and Social Affairs (MoLSA) to develop a Directive on Return and Reintegration. Until such a Directive is in place, some leeway has been taken to develop a framework of collaboration among stakeholders that involves slight shifts in current roles. This has been done because delivery of the reintegration package requires leadership and ownership in order to have the possibility of providing service delivery. The recommended roles presented in the package are thus recommendations only, and different actors could take up each role if it is deemed more appropriate by the key stakeholders.

The next section begins by first establishing core principles that guide the overall reintegration package. Section 3 presents the recommended structure for delivery of the reintegration package in the collaboration among stakeholders. Section 4 addresses approaches for identifying and registering returnees. Section 5 addresses economic, socio-cultural, and psychosocial reintegration interventions. The final section in the reintegration package provides information on monitoring and case management.

<sup>2</sup> See for example: K. Kuschminder: *Reintegration strategies: Conceptualizing how return migrants reintegrate* (Cham, Palgrave Macmillan, 2017); B. Fernandez: "Traffickers, brokers, employment agents, and social networks: The regulation of intermediaries in the migration of Ethiopian domestic workers to the Middle East", in *International Migration Review* (2013, Vol. 47, No. 4), pp. 814–43.

## 2. Principles of the reintegration package

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The following principles guide the reintegration package:

- ▶ **Flexible** – There is no “one size fits all” reintegration package. This reintegration package recognizes the heterogeneity of return migrants and is flexible to meet the needs of different individuals.
- ▶ **Holistic and multidimensional approach** – The reintegration package recognizes the importance of a holistic reintegration approach that incorporates socio-cultural, economic, and psychosocial/health reintegration.
- ▶ **Rehabilitation and reintegration** – The reintegration package includes a comprehensive rehabilitation element to meet the needs of returnees with mental health concerns and physical trauma, including disabilities. We use rehabilitation to differentiate a stream of intervention that centres on recovery, for either or both physical or mental health issues. Rehabilitation is a process that is necessary to precede and work in conjunction with the long-term reintegration process.
- ▶ **Integration with existing policies and strategies** – The reintegration package does not exist in isolation and needs to be integrated with the Overseas Employment Proclamation; the Prevention and Suppression of Trafficking in Person and Smuggling of Migrants Proclamation; the National Social Protection Policy, and the different bilateral labour agreements between the Government of Ethiopia and other countries. This must include strong pre-departure training; data collection; and services to migrant workers while they are abroad, including advice and assistance for return and planning for reintegration while abroad.
- ▶ **Communication and cooperation among service providers** – In order for the reintegration package to succeed, there is a need for integration and cooperation among actors to meet the diverse needs of returnees.
- ▶ **Community-based** – The reintegration package recognizes that returnees must not be treated preferentially over locals who have not migrated, and focuses on providing community-based services.
- ▶ **Gender-sensitive approach** – The reintegration package takes a gender-sensitive approach, and recognizes the unique return and reintegration challenges of men and women.





### 3. Framework of collaboration among stakeholders

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In developing the reintegration package there are important issues of clarification regarding the roles of different stakeholders. The first is determining the ultimate party responsible for the implementation of reintegration in Ethiopia. As identified in sections 5 and 6 of the *Reintegration background report* there is currently no ultimate authority for reintegration. Therefore, this needs to be clarified and addressed prior to the implementation of the reintegration package to ensure role clarity and responsibilities among actors. The co-leads of the reintegration package are suggested to be the MoLSA's Reintegration Department and the Federal Job Creation and Urban Food Security Agency. The co-leads are thus assumed in this package to coordinate reintegration at three levels: 1) within the Federal Government; 2) liaising and cooperating with international organizations (IOs), non-government organizations (NGOs), trade unions, employers and employers' organizations, and microfinance institutions (MFIs) at the national level; and 3) as the institutional link between the national and regional authorities.

The implementation of the reintegration package requires that the majority of service level provision occurs in the regions (as is currently the case). In order to facilitate service delivery in the regions it is recommended to establish Reintegration Centres (RCs). The RCs can be integrated into the offices of the regional Bureau of Labour and Social Affairs (BOLSA) (or in the case of Tigray, within the Bureau of Youth and Sport (BoYS), which currently leads the work on reintegration) or into the existing Migrant Resource Centres (MRCs). Essentially, the RCs should not require new physical infrastructure, but should be integrated into existing resources such as the MRCs. The RCs are thus charged with coordinating and referring returnees to service providers in order to deliver the reintegration package.

The RCs will have trained reintegration counselors. Reintegration counselors will have the role of acting as case managers for returnees. They will be responsible for developing a reintegration plan with returnees, referring them to different available services to meet their needs, and following up on their cases. Without reintegration counselors, it is not possible to have strong implementation of the reintegration package and continuity of service delivery to returnees. The concept of reintegration counselors incorporates the essential principles highlighted in the key stakeholder interviews that reintegration packages need to be flexible, have different options for different returnees, and provide varying levels of support. Reintegration counselors thus play a pivotal role in screening returnees; understanding their individual and gender-specific needs; referring them to appropriate programming and options for their case; and following up on their situation. The greatest level of capacity development is required in this space, where reintegration counselors need to be hired and trained. In consideration of the high number of women returnees, a balanced distribution of women counsellors should be respected during recruitment; also reintegration counsellors (both women and men) should be trained on issues around gender-equality and gender-based violence, and ensure they can refer women returnees to services specifically addressing women's social and health needs, including sexual reproductive health.

Reintegration counselors should be mobile and service the woreda so that returnees can receive assistance within their communities from properly trained individuals with updated information and facts. Woreda-level reintegration counselors will report to the woreda office

head and the zonal reintegration counselor. Likewise, the zonal counselor will report to the zonal office head and the regional reintegration counselor.

The administering authority of the RCs (most likely the BoLSA) will also lead a reintegration committee at the regional level, and these meetings should also occur at the woreda and zonal level. The reintegration committee will have monthly meetings to discuss coordination, needs, and progress on service provisions for the reintegration services. This will ensure regular communication and strong coordination among actors at the regional and woreda level. The actors involved in the regional-, zonal-, and woreda-level reintegration committees include: the BoLSA, BoYS, the Urban Job Creation and Food Security Agency (UJCFS), the Technical and Vocational Education and Training (TVET) bureau, regional health services, local administration, president's/mayoral office, MFIs, NGOs, and IOs operating in the respective woreda, zone, and region. The purpose of these meetings is to exchange information on current activities as well as challenges facing programming, and to provide strategic guidance for successful reintegration of returnees. Regular reporting and feedback must also be done from the woreda level to the zonal and regional levels, and from the regional level to the national level.

It is envisioned that stakeholders working in reintegration at the regional level will continue with their current activities as detailed in section 5 of the Reintegration background report. As the BoLSA currently has the role of registering, orienting, and training returnees, this will continue but under the auspices of the RCs. The BoLSA will then take on a referral role with the reintegration counselors to link returnees with other services available in the region, versus being responsible for all their programming.

A key new actor involved in the RCs in a referral capacity is the regional health authority. At present, it does not appear that the health authorities have a role in reintegration, but they should play a central role in psychosocial health and reintegration. In addition to the regional health authorities the World Health Organization (WHO) should be consulted. This is discussed further in the following sections of this report.

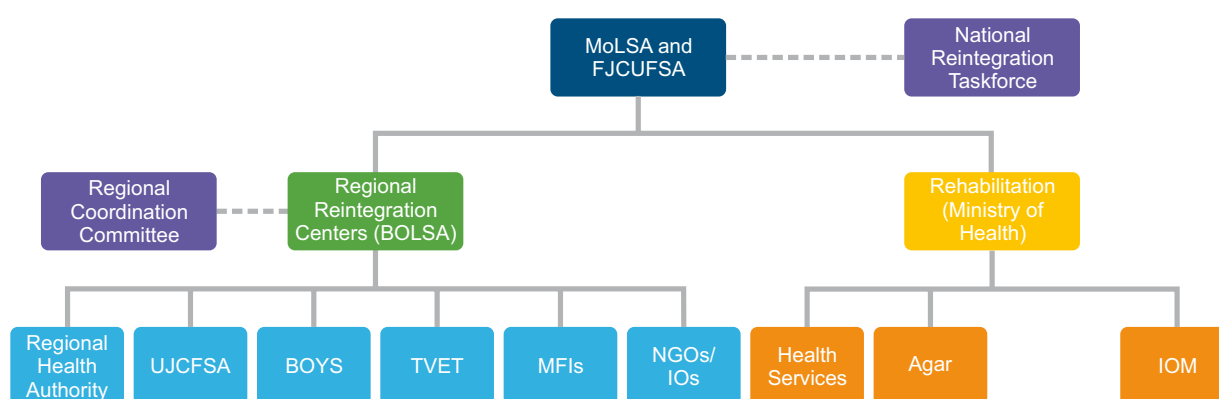
At the national level, collaboration for the reintegration package is led jointly by the MoLSA and the Federal Job Creation and Food Security Agency. The Reintegration Task Force meets once per month to assess flows and needs, and to coordinate services for reintegration. The following actors sit on the taskforce:

- ▶ MoLSA;
- ▶ FUJCFS;
- ▶ Ministry of Foreign Affairs;
- ▶ TVET Agency;
- ▶ Ministry of Youth and Sport (MoYS);
- ▶ Ministry of Women, Children and Youth Affairs;
- ▶ Ministry of Health;
- ▶ ILO;
- ▶ IOM;
- ▶ United Nations Children's Fund (UNICEF);
- ▶ United Nations Development Programme (UNDP);
- ▶ United Nations Population Fund (UNFPA);
- ▶ WHO;
- ▶ MFIs;
- ▶ NGOs, including Agar, Women in Self-Employment (WISE), and Good Samaritan;
- ▶ Ethiopian Employer Federation (EEF);

- ▶ CETU;
- ▶ Chamber of Commerce;
- ▶ Ministry of Trade and Industry;
- ▶ Ethiopian Investment Commission; and
- ▶ other relevant organizations.

Figure 1 provides an overview of how such a structure would look in a flow chart. It is recognized that additional actors are involved in reintegration that are not included in this flow chart; we have focused on the primary actors identified in the fieldwork for this study.

**Figure 1. Framework of collaboration among stakeholders for the reintegration package**



In order to have effective reintegration at the RCs, three steps must occur. First, the regional reintegration committee (mentioned above) should have a one- to two-day workshop to come together and list all programmes available to returnees in the region, their capacities, and target groups. Overlaps between programmes should be identified further, as should specific gaps in the regional context and opportunities for further cooperation and collaboration. A framework should be developed for the region as to their specific needs and the processes for implementation at the RC.

In a second step, the needs identified above by the regional reintegration committees should be shared with the national task force on reintegration, and regional capacity-building plans and resources should be allocated from Government resources, IOs, and NGOs. IOs can support the regional reintegration committees through their projects and work with the regional reintegration committees to develop funding proposals to meet their specific needs.

In a third step at the national level, a gender-responsive reintegration training manual must be developed for training relocation counselors. Existing materials, such as the IOM's forthcoming Reintegration training manual, should be taken into account during the development of a national curriculum, while at the same time ensuring that the principles and approach of the proposed reintegration package are fully taken into account.



## 4. Identifying returnees and collecting background information

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Four modalities should be established for identifying returnees:

1. information on returnees sent from embassies to the MoLSA;
2. identification at Airport upon return;
3. identification at the RCs; and
4. identification at local *woredas*.

Each of these will be discussed further.

### 4.1 Provision of information from embassies to MoLSA on return

In many cases returnees go to the Ethiopian embassy in the country of migration to receive a *laissez-passez* document for their return. When an embassy issues a *laissez-passez* or receives any other information regarding an individual's intended return, they should report this information to the Reintegration Department at the MoLSA. The MoLSA should record this in the forthcoming migration database under a tab for "expected returnees". It is understood that this database will then be accessible to the team working at the airport, who can check if the arrival was an expected returnee or not, and complete their registration. By recording information on expected returnees, MoLSA can begin to have a better idea of the size of anticipated return flows.

### 4.2 Identification at airport upon return

A semi-permanent returnees services desk should be established at the airport. As the Reintegration Department at the MoLSA is the primary body responsible for reintegration assistance in Ethiopia, they should be administering this desk with the support of international organizations. The purpose of this desk is to identify, register, profile, and screen returnees.

Upon return, there should be signs clearly demarking the returnee services desk so that returnees can self-identify towards the desk (or be referred by airport or immigration staff). At arrival to the desk the Returnee Background, Registration and Screening Questionnaire (Appendix II) should be completed by the desk staff person with the returnee. Part A of the Questionnaire should be entered into the Returnee Registration system and Part B should be used to determine the type of assistance required for the returnee, as shown in table 1.

Table 1. Assistance screening and appropriate response

| Part B: Assistance Screening  |  | Response at Returnees Services Desk  |
|---|--|--|
| For Staff Person: If the returnee is coherent, progress to the questions below: | <input type="checkbox"/> Yes <input type="checkbox"/> No | ► If no → Find placement at emergency shelter (i.e., Agar or Good Samaritan) or hospital                             |
| Do you have a place to go to now?   | <input type="checkbox"/> Yes <input type="checkbox"/> No | ► If no → Send to transit centre   |
| Do you have a place to sleep tonight?   | <input type="checkbox"/> Yes <input type="checkbox"/> No | ► If no → Send to transit centre   |
| Do you need assistance to get to where you are going?                           | <input type="checkbox"/> Yes <input type="checkbox"/> No | ► If yes → Provide required amount to assist in getting to their destination   |
| Do you require medical assistance?  | <input type="checkbox"/> Yes <input type="checkbox"/> No | ► If yes → Send to transit centre with referral noting they require medical attention and type of attention required |
| If yes, what type?  | <input type="checkbox"/> Doctor                          |  |
|   | <input type="checkbox"/> Psychosocial care               |  |

After the screening process, the returnees service desk located at the airport should provide the following services depending on the needs of the returnee, as identified in table 1:

- placement and transport to an emergency shelter (i.e., Agar shelter, Good Samaritan);
- placement and transport to transit centre (i.e., the IOM or government transit facilities established in times of mass deportations); or
- transport assistance to home community – if a returnee needs and wants to go to their home community directly and has the ability to get there, the return services desk can provide them assistance in terms of advice, coordination, and if necessary, financial support to get there.

It should be noted with regard to the first bullet point above that both Agar and Good Samaritan provide emergency support and rehabilitation to women only. A central gap in rehabilitation delivery is that there are no services for men. It is necessary that emergency shelter and rehabilitation support can be provided to both men and women.

At the airport, as is already a part of the current practice, unaccompanied migrant children should be identified and sent to a separate transit centre to receive specialized services.

### 4.3 Identification at land border entry points

Land border points that receive high traffic of returnees should have service desks established to identify, register, profile, and screen returnees. These service desks should function in the same format as the service desk at the airport above. The key difference will be to refer returnees to services offered in the local area.



## 4.4 Identification at regional Reintegration Centres

Returnees should be able to self-identify to the RCs. This could include labour returnees that were not identified or did not self-identify at the airport, and therefore their first point of contact is with the RCs. Information should also be spread throughout the different regional government organizations so that referrals can be made for returnees to go to the RCs. Information campaigns should be launched to make communities aware of the existence of RCs and the services provided, through methods such as: radio campaigns, billboards, calling cards, and/or leaflets.

## 4.5 Identification at local woredas

Returnees not identified previously may self-identify at their local *woreda office*. The local woreda officials should inform the RC of the presence of the returnee. A reintegration counselor from the RC should visit the woreda to meet the returnee; complete the background information, profiling, and screening form; and determine if the individual wants or needs reintegration assistance.

## 4.6 Identifying victims of trafficking and vulnerable groups

As identified in section 5 below, the IOM has been working with the Government of Ethiopia to establish a Network of Victim Assistance Service Providers (NoVASP) and a National Referral Mechanism for Victims of Trafficking and other vulnerable migrants, with special attention to women exposed to violence and exploitation, but also to other groups such as migrants with disabilities. It is suggested that the reintegration package be harmonized with this procedure to identify victims of trafficking and vulnerable returnees. It is not beneficial to develop a new referral mechanism when one is already existing and in practice. Capacity building may be required to ensure this mechanism can handle large return flows. As noted in section 5 of the *Reintegration background report*, further capacity development is required for implementing this mechanism.



## 5. Reintegration interventions

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The central idea in the reintegration package is that there are two streams of reintegration, as depicted in figure 1. The first stream is the regular reintegration stream and the second is the rehabilitation stream. The rehabilitation stream is specific to returnees who have significant mental or physical trauma, including disabilities, or other health conditions requiring follow up and intensive care focused on their well-being.

### 5.1 Rehabilitation stream

In effect, the rehabilitation stream appears to already be well-functioning in Ethiopia under the service delivery of Agar primarily, but also Good Samaritan, as discussed in section 5 of *Reintegration background report*. In other countries, such as Indonesia, the Government facilitates this stream of intervention through a trauma hospital and services for returnees. In Ethiopia, the Government has not had the capacity for such services, and Agar has been the main stakeholder to fill this central gap. Within the reintegration package, it is necessary that the Government of Ethiopia takes on a larger role within the rehabilitation process. It is envisioned that the Ministry of Health becomes the stakeholder to lead the rehabilitation services, and the active involvement of the Ministry of Women, Children and Youth Affairs can also be envisaged.

As is currently occurring, the idea is to screen people upon arrival at the airport into the rehabilitation or reintegration stream using the quick assessment tool in Appendix I. This tool may need further refinement from trafficking experts to identify victims of trafficking. The importance of the tool is that it is short, easy to administer by a non-clinical expert, and captures necessary information for placing individuals in the correct stream. It is possible that an individual may be streamed into the rehabilitation stream at other points in time if information comes to light that they require these services (such as at a transit centre). Appropriate clinical tools should be used by providers once they are referred to their services.

The rehabilitation stream should continue to operate with the multiple services already provided within this stream (elaborated in the *Reintegration background report*), while creating a larger role for the Ethiopian Government and also being further developed to meet increasing needs. It is recommended that further support be given to Agar from the Government and international organizations to continue and expand their role as the main provider of rehabilitation for returnees experiencing mental and physical trauma, including disabilities. Agar should work in cooperation with Good Samaritan and other stakeholders on continuing their service delivery, including strengthening services addressing gender-based violence and sexual reproductive health.

As noted in section 8 and section 9 of the *Reintegration background report*, capacity development is required in the provision of psychiatric services in Ethiopia in general. The current service provision does not appear adequate to meet the needs of the population and returnees. Second, there needs to be an option for long-term support through the rehabilitation process. A mechanism needs to be developed for people to be transferred from Agar to their home communities or to social housing within Addis Ababa and to still receive follow-up care. Third, as mentioned in section 5.2 below, it is essential to establish housing provisions for both those ending their rehabilitation and other returnees who are unable to return to their families or home communities.

Once returnees have been rehabilitated, they can enter the mainstream reintegration programming. It is also possible that specific reintegration programmes can be established to meet the needs of rehabilitated returnees. It is suggested here that the UNDP's 3 x 6 approach would be beneficial in this space as this approach focuses on the rehabilitation into society of vulnerable groups. Discussions with the UNDP should be held to see if this could be a possibility and also to explore how this approach could integrate with existing social protection programmes in Ethiopia.

As the rehabilitation stream has a strong functioning structure and comprehensive services provision, the focus will now be turned to the reintegration stream.

## 5.2 Reintegration stream

The central component of the reintegration stream is the RCs and the role of their reintegration counselors to offer flexible and targeted interventions to meet the different needs of women and men returnees. Reintegration counselors work with returnees to assess and determine their needs. From this approach, an individualized reintegration intervention is determined. These interventions include the economic, socio-cultural, and psychosocial/health spheres. The reintegration counselor will refer the returnee to appropriate, select services that the returnee can choose or the counselor can recommend. The result is that the interventions listed in Appendix I and described in the following sections are not meant to all be accessed by each returnee, but that returnees engage with the specific interventions necessary to their situation. This next section therefore lists the different types of interventions that should be available in the economic, social, and psychosocial sphere. Appendix I provides an overview of the different interventions at each stage of the reintegration cycle. Many of these services are already existing in Ethiopia, while some need to be developed. For most programmes, the scale needs to be increased to be able to access more returnees.

### 5.2.1 Economic reintegration interventions

The following is an overview of the different economic reintegration interventions that should be available to returnees. For all training programmes located in the regional or woreda capital, it is essential to establish an allowance system that enables returnees to travel from their communities of origin to the regional capital to attend these trainings.

#### 5.2.1.1 Assessment and studies

##### 5.2.1.1.1 Assessment of needs of returnees

Prior to commencing delivery of economic reintegration services, assessments should be conducted at the local level to determine needs of returnees. This should clearly include economic, social, and psychosocial and health needs. In particular, in relation to economic needs, this would include at a minimum: access to basic needs and livelihoods; training needs; business start-up requirements; technical support; access to government services; and employment needs.

##### 5.2.1.1.2 Local market demand, rapid market assessment, value chain analysis, and value chain development

Prior to commencing delivery of economic reintegration services, local market demands should be assessed and understood through rapid market assessments, value chain analysis, and value chain development. At a minimum, these studies should assess:

- ▶ different sectors that are relevant for returnees reintegration and skill levels;
- ▶ the opportunity for inclusive growth in the sector; and
- ▶ the feasibility of a returnees intervention to stimulate change.

This will ensure that economic reintegration interventions for returnees are matched to local resources and needs.

### 5.2.1.2 Trainings

#### 5.2.1.2.1 Soft skills training

As a first requirement, all returnees should be required to take soft skills training. These trainings will include life skills training, motivational training, financial awareness/literacy, basic skills training, entrepreneurship training, and female empowerment. An example of an existing training that could contribute to the soft skills training is the ILO *Financial education for migrant workers and their families: Training manual*, or the Government of the Philippines has a financial planner booklet developed in partnership with the IOM that focuses on financial planning for reintegration of return migrants. These trainings should not only be available to returnees, but also to their families and other interested members of the community, as well as potential migrant workers. It is for the benefit of all to increase financial awareness and planning in society. It is understood that currently the TVET Agency provides basic financial skills training and basic skills training and would continue in this role, but other soft skills should also be included, such as training on employability and work culture.

#### 5.2.1.2.2 Hard skills training

For returnees that choose to receive vocational training, they will be referred from the RC to the TVET Agency. As per their current role, the TVET Agency will facilitate vocational and technical training and assist in job placement.

### 5.2.1.3 Long-term reintegration assistance

#### 5.2.1.3.1 Public employment services

The TVET Agency will assist in job placement after the completion of vocational and/or technical training. The BoLSA will also refer to the EEF and the Chamber of Commerce to facilitate job placements. Following from the current activities of the EEF and CETU as described in section 6.5 of the *Reintegration background report*, the EEF and CETU will continue to provide job fairs to inform returnees of employment opportunities. The EEF will also continue to facilitate skills and job matching between returnees and employers wherever possible. Ideally, returnees that are able can be candidates for employment in industrial parks.

For returnees who choose to engage in agriculture activities, the UJCFSA or BoLSA will facilitate land access. This should also take into account the challenges met by women in accessing land rights.

#### 5.2.1.3.2 Enterprise development support

Returnees will be supported in starting their own enterprises through the Start and Improve Your own Business (SIYB) modules<sup>3</sup> (see Appendix IV for further details).

It is important to make a distinction between developing a business and starting a cooperative. Cooperatives are jointly owned by a group of people working together for an economic enterprise. Working in cooperatives has proven to be effective in several countries by helping to spread

<sup>3</sup> For more, see: [www.ilo.org/siyb](http://www.ilo.org/siyb)

risk and increase capacity. Instead of developing and operating solely owned businesses, returnees should be encouraged to develop and form cooperatives with other returnees and community members. The UNDP has developed the 3x6 approach to assist individuals in developing and running cooperatives. The benefit of this approach is that it is designed to benefit highly vulnerable groups for reintegration purposes. Elements from this approach could be incorporated into developing a training and support programme for establishing cooperatives. For cooperatives that are already established, the ILO has a training called MyCoop, which can be implemented to enhance the skills of the members of the cooperative.

#### *5.2.1.3.2.1 Facilitate business licencing and start-ups*

The RCs will assist the returnee in receiving their business licenses and establishing their start-ups. This can include developing a business plan through tools such as the ILOs SIYB modules and MyCoop.

#### *5.2.1.3.2.2 Access to production and marketing places*

If a returnee decides to develop a business, they will also receive support from the UJCFSA and the RC in determining access to production and marketing places for the business. Through the cooperation mechanisms that exist among the reintegration task force, the MoLSA, and the RCs, the reintegration centres will have access to information on market needs assessments and production supports conducted by other actors, such as ILO. These market needs and value chain assessments will help to guide returnees to develop businesses in target sectors to better enable their success.

#### *5.2.3.2.2.3 Access to loans and financial services*

The RCs will be able to refer returnees for various financial services including: loans, savings products, insurances, money transfers, and payment services. Returnees interested in loans will be referred to the current available programmes from the Government and from MFIs. There is no recommendation to develop new loan programmes specific to returnees, but rather to integrate returnees within existing government loan programmes and MFIs. As mentioned in section 8.3.4 of the *Background reintegration report*, facilitating returnees' access to revolving funds is essential to facilitating access to loans for returnees who do not have initial capital, seed capital, or their own property.

There is a need to have a special product for migrants and returnees so that migrants start saving before they leave, send remittances through safe and secure means, keep their money safe, and also benefit from loan service upon their return. This can be achieved by implementing the ILO's *Financial education for migrant workers and their families: Training manual* in pre-departure training, and working with the prospective migrants to develop remittance and savings plans for their duration abroad to assist in their reintegration upon return. The ILO and the Government of Ethiopia may consider developing matching schemes for migrants' remittances invested in savings schemes intended for their reintegration upon return.

#### *5.2.3.2.2.4 Continuous business development support*

The RCs and reintegration councilors will be responsible for providing on-going technical and managerial business development support. This would be reinforced by the ILO's SIYB tools: the Improve Your Business (IYB) and Expand Your Business (EYB) components.



## 5.2.2 Socio-cultural reintegration interventions

### 5.2.2.1 Sensitization in local communities

The ILO, UN Women, and other partners have implemented community conversations in Ethiopia to sensitize local communities to migration. These community conversations are community discussion tools used to create behavioural change and awareness among potential migrants and returnees about the benefits of legal migration and the risks involved in irregular migration. To date, the conversations have reached 225,000 people in Ethiopia and have been found to increase understanding of the risks of irregular migration.

Within the reintegration package, it would be beneficial to continue to build on this approach and bring in further discussions regarding returnees and the specific challenges faced by returnees. As discussed in section 8 of the *Reintegration background report*, one of the most at risk groups in Ethiopia for migration is returnees, especially women. As such, the current divide between safe migration initiatives and reintegration programmes needs to be bridged. Within the existing community conversation programme it would thus be beneficial to bring forth issues of return and reintegration, including gender-based violence and exploitation, to increase sensitization in local communities towards the experiences and needs of returnees and ensure overall community cohesion.

The CETU also provides information on the risks of irregular migration and information on workers' rights, and that service should be continued.

Specialized services within the communities should aim at reintegrating women returnees with their family, providing family counseling to assist family members in understanding the experiences of the returnee and working with the returnee to reintegrate. Women's development groups could also provide support at the community level to access female returnees and identify those in need.

### 5.2.2.2 Awareness raising

Current awareness-raising initiatives led by the ILO and UN Women should be continued on television and radio programmes regarding the risks of irregular migration. These awareness-raising campaigns should specifically include the situation and challenges of returnees.

Further awareness-raising should be targeted toward youth groups and women's groups, and should specifically provide information on the reintegration assistance available and seek to destigmatize the cultural and psychosocial challenges faced by returnees.

### 5.2.2.3 Return migrants incorporated into social housing

It is understood that Ethiopia has social housing initiatives, and return migrants in vulnerable conditions should be identified as a group for access to social housing and/or housing facilities. The specific parameters for qualifying for such housing should be further established, but as a baseline should prioritize: victims of trafficking; vulnerable returnees unable or unwilling to return to their families or communities; returnees with health conditions; and single parent returnees.

### 5.2.2.4 Targeted mediation in communities when necessary

In many return contexts, there can be conflict between locals and returnees upon return. It was mentioned anecdotally in interviews that these conflicts may arise in Ethiopia, but

specific data was not provided. Such conflicts may be internal family conflicts, over land, or over other issues within the community. A mediating mechanism needs to be introduced in Ethiopia to manage these conflicts. The best approach for this is to have trained mediators, religious leaders, or community leaders employed or available at the request of the RCs, who can be requested by any community member to come to a community and mediate through a conflict. No recommended organization was identified for this role during the fieldwork, suggesting a gap that would need to be filled.

#### 5.2.2.5 Assistance for children of returning migrants

Within the fieldwork for this study, specific interventions for children of returning migrants were not identified, including both children returning with their parents and children left behind who are being reunited with returning parents. At the same time, key stakeholders did not refer to the specific identified needs of children; however, this does not mean these children do not require assistance, but that their needs may be unidentified at this time. It is therefore suggested that, first, a needs assessment be conducted with both children returning with their parents and children left behind who are being reunited with returnee parents to determine if specific interventions are required, and if so, what interventions would be necessary.

### 5.2.3 Psychosocial and health reintegration interventions

As identified in the gap analysis in section 8 of the *Reintegration background report*, a central gap in reintegration services in Ethiopia at present is the lack of psychological services available to returnees. The IOM has recently engaged a consultant to develop a training for *Woreda* Health Centre staff that targets the psychosocial needs of returnees, including vulnerable cases and victims of trafficking. The overall aim is to assist returnees in their reintegration. According to the terms of reference, this training was supposed to be delivered to 60 staff members from *Woreda* Health Centres located in irregular migration-prone areas.

Building on this initiative, linkages need to be made to connect *woreda* staff with mentors from organizations such as Agar who have significant experience in returnees' psychological health, sexual reproductive health, and people with disabilities. Training is a good first step, but *woreda* health staff should continue to be supported, particularly if dealing with complex cases, and should have mentors available to call with questions and for general support, if needed.

## 5.3 Monitoring and case management framework

Figure 2 shows the case management framework for envisioning the flow of a returnee through the reintegration package. Figure 2 highlights the different services that are provided at each stage of the reintegration process.

Three tools are relevant in the implementation of the reintegration package:

1. Returnee Registration and Assessment – Completed at airport (Appendix II)
2. Baseline Assessment and Skill Mapping completed with returnee by reintegration counselor at the RC – This tool is not included in the current package and needs to be developed. The reason for this is that existing programmes from the BOLSAs, UJCFSAs, ILO, and WISE (for example) all already include a screening and baseline assessment. It is therefore recommended to bring together the existing tools from the service providers and work together to harmonize them into one tool to be used in the RCs. This tool should include a skills assessment, and track the interests of the returnee in order to develop a plan for moving forward.

3. Case Assessment and Monitoring Tool – This tool is primarily for monitoring and evaluation purposes, and is completed with the returnee at the end of reintegration assistance by the return counselor (Appendix III)

It is recommended that the Government invest in an electronic case management tracking tool for the implementation of service delivery, such as the client card system used in the ILO Migrant Resource Centres<sup>4</sup>. This will enable data entered at the airport to be viewed and tracked by the RCs and all other points of contact and delivery. Reintegration counselors will be responsible for keeping files up to date, but in the case of staff turnover, all information should be available in the electronic case file.

As in the example of electronic medical records, which have been implemented in some hospitals in Ethiopia, there is evidence that electronic case management is the most efficient approach for service delivery. Considering the number of actors and contact points (airport, transit centre, RC, *woredas*, and service providers) that returnees will be in contact with, the only comprehensive approach is to use electronic case monitoring and management.

The responsibility of monitoring will fall to the relocation counselor at the RC. The relocation counselor should have active monthly meetings with the returnee during the short-term reintegration phase, which should change to meetings every three months during the long-term reintegration phase. This would include then the monitoring and tracking of returnees for a two-year period. At that time, the monitoring would cease. At each meeting the reintegration counselor should be keeping notes in the electronic case file of the returnee. At the end of the monitoring, the reintegration counselor should complete a final case assessment with the returnee.

**Figure 2. Case management framework**



<sup>4</sup> For more, see: [http://www.ilo.org/wcmsp5/groups/public/---asia/---ro-bangkok/documents/publication/wcms\\_312456.pdf](http://www.ilo.org/wcmsp5/groups/public/---asia/---ro-bangkok/documents/publication/wcms_312456.pdf).



## 6. Summary

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This report has provided a recommended framework for implementing a comprehensive reintegration package in Ethiopia. The package focuses on providing a structural framework for the reintegration package, as this is one of the main gaps in the current provision of services. Key points that have been addressed include:

- ▶ There is a need to establish a government Directive on return and reintegration.
- ▶ A new framework of collaboration between stakeholders wherein the MoLSA is the main body responsible for reintegration assistance.
- ▶ The development and implementation of regional reintegration centres that serve as one-stop-shops for reintegration assistance.
- ▶ Implementation of the role of reintegration counsellors at the woreda level (who are mobile and provide extension services in the local communities) to provide comprehensive reintegration assistance to returnees and to develop individualized reintegration plans with returnees to meet their unique needs.
- ▶ Coordination of regional/*woreda* reintegration committees that meet once every month to coordinate service delivery and implementation.
- ▶ The integration of regional/*woreda* health services into the regional/*woreda* reintegration committee to provide further physical and mental health services to returnees.
- ▶ Further development and implementation of business and employment supports to ensure strong economic reintegration.
- ▶ Significant capacity development and integration of health services into reintegration to provide psychosocial support to returnees.
- ▶ The adoption and use of an electronic case management system that feeds into a national database on returnees to track, identify, and monitor return and reintegration assistance.
- ▶ Implementation of follow-up monitoring of returnees by reintegration counsellors in order to track progress and close out returnee cases.
- ▶ Provision of an array of mostly already operational direct programme interventions that can be offered to returnees. It is important to note here that further evaluations would be required to understand the effectiveness of the existing reintegration interventions. Only with proper evaluations and evidence can we understand which interventions have the greatest impact on returnees' reintegration in Ethiopia. Some suggestions for new programming have been provided in identified service provision gaps.

## Appendix I. Overview of the reintegration package interventions, by reintegration stage

| Stage  | Needs  | Interventions   | Actors   | Process  |
|--|--|---|--|--|
| <b>Pre-Return</b>  | Sensitization in local communities expecting returnees   | Develop awareness and community sensitization sessions  | IOM and ILO in collaboration with MoLSA and BoLSA, CETU, MoWCA, MoYS, EEF              | Build on and work within the “Encouraging Hope – Community Mobilization to Mitigate Irregular Migration” Project to also meet needs of returnees.  |
|  | Receive information regarding returnees                  | Develop a Return Referral Mechanism from Embassies  | MFA and MoLSA  | Embassies issuing laissez-passez documents should inform the MoLSA of the <i>laissez-passez</i> issued through a Return Referral Mechanism.  |
|  |  |   |  | Command posts in embassies addressing the protection concerns of migrants should communicate needs of individual and group returnees to the MoLSA through the Returnee Referral Mechanism. |
|  |  |   |  | Follow the Returnee Background, Registration, Profiling and Screening Questionnaire to screen and appropriately place returnees.   |
| <b>Immediate Post-Arrival Assistance (up to 14 days)</b> | Registration and reception at airport                    | Register returnees and provide information, assistance and referral; quick identification procedure of returnees with high vulnerabilities and needs  | MoLSA/Immigration  | Returnees are brought to transit centres from airport and provided comprehensive care.   |
|  | Transit centres to provide security and meet basic needs | Utilize transit centres to provide shelter; food; screening for health issues, including sexual reproductive health issues, and needs for immediate psychosocial care (if missed at airport); identify victims of trafficking and vulnerable returnees (if missed at airport); provide registration cards; and provide orientation and information on reintegration services available. | Disaster and risk management commission in collaboration with line ministries partners |  |



|   |   |   |   |
|---|---|---|---|
| Transport to communities                      | Provision of transport for returnees from transit centres to local communities                  | Disaster and risk management commission in collaboration with line ministries partners  | Returnees given choice of where to go for return and are provided assistance for transportation.  |
|   | Reception in regions  | BoLSA lead and supported by regional partners   | In each region (with pilots to be established in Amhara, Oromia, and Tigray) a national reintegration centre should be established. These can be a desk within the existing BoLSA offices. These centres are responsible for registering returnees and implementing reintegration services. |
|   | Special assistance for unaccompanied migrant children (UMCs)                                    | MoLSA; UNICEF; MoWCA  | As detailed in section 7.2.4 of the Reintegration background report, there is currently a specific stream of assistance in place for UMC returning to Ethiopia. This practice should be maintained and continued.   |
| <b>Short Term Reintegration (14-180 days)</b> | Economic reintegration  | ILO and MoLSA/BoLSA   | Assessments must be completed to understand the needs of returnees in specific localities.  |
|   | Local market demand, rapid market assessment, value chain analysis, and value chain development | ILO and MoLSA/BoLSA   | Assessments must be conducted to determine local market demand, rapid market assessments, value chain analysis, and value chain development for potential businesses for returnees.   |
|   | Soft skills training  | TVET Agency in collaboration with ILO, FUJCFSA, NGOs, EEF, CETU   | National Reintegration Centres will offer several soft-skills trainings, such as: include life skills training, motivational training, financial awareness/literacy, basic skills training, entrepreneurship training, female empowerment, and will make use of the SIYB modules.           |
|   | Hard skills training  | TVET Agency, EEF, CETU, Chamber of Commerce and BoLSA, with the technical support of the ILO, TVET Agency, EEF, MoLSA, UJCFSA | Vocational and technical training will be available to returnees seeking to enter the labour market.  |

| Stage                                     | Needs                             | Interventions   | Actors  | Process   |
|---|-----------------------------------|---|---|---|
|   | Socio-cultural reintegration      | Awareness of needs and experiences of returnees and community sensitization programmes  | government of ethiopia, ILO, IOM, and others - Community Conversations  | In line with pre-return, continue to offer Community Conversation programmes throughout return processes.   |
|   |                                   | Return migrants incorporated into social housing  | MoLSA   | Social housing options will be provided to return migrant in need, especially those that are unable to return to their families.  |
|   |                                   | Children of returning migrants provided special assistance  | MoLSA, MoWCA, UNICEF, Ministry of Education   | Children who are accompanied by their parents, but have also experienced deportation should have specialized care interventions available to them. A needs assessment should first be conducted to understand the specific needs of returning children. |
|   |                                   | Targeted mediation in communities where necessary   | NGOs – NGOs, FBOs, religious group, community leaders, I think they are much more effective in this regard/women's development groups | Provide community mediation services in areas where there are complaints from local communities or returnees.   |
|   |                                   | Awareness raising   | ILO, UN Women,, Government of Ethiopia  | Continue to provide gender-sensitive awareness raising through TV, radio programmes, and facilitating mentoring with other returnees.   |
|   | Psychosocial health reintegration | Provision of individualized support for mental wellbeing including medication and counselling to returnees and their family members, addressing specific needs of returnees with disabilities | Regional and woreda health centres, NGOs, women's development groups, UNFPA   | Coordinate with the training provided by the IOM to social workers in woredas. Determine if further specialized training is necessary. This should occur as soon as possible.   |
| Long Term Reintegration (Beyond 180 days) | Economic reintegration            | Public employment service   | TVET Agency, EEF, CETU, Chamber of Commerce, and BoLSA, with the technical support of the ILO, TVET Agency, EEF, MoLSA, UJCFA         | After the completion of vocational training programmes, provide job placement, referrals, and other employment services to returnees.   |

|                                   |   |  |   |
|-----------------------------------|---|--|---|
|                                   | Enterprise development support  | UJCFSA and NGOs in collaboration with and technical support of the ILO | Continue to offer advice and support to small businesses and women's enterprises or cooperatives. This will include: facilitating business licenses and start-ups; access to production and marketing places; access to loans and financial services; and on-going support. |
| Socio-cultural reintegration      | Awareness of needs and experiences of returnees, and community sensitization programmes   | Community Conversations  | In line with pre-return, continue to offer these programmes throughout return processes, engage women community leaders.  |
|                                   | Targeted mediation in communities where necessary   | NGO, FBOs, religious groups, community leaders                         | Provide community mediation services in areas where there are complaints from local communities or returnees.   |
| Psychosocial health reintegration | Provision of individualized support for mental well-being, including medication and counseling to returnees and their family members, with specific consideration for returnees with disabilities | Regional and Woreda Health Centres, NGOs, Women's groups, UNFPA        | Continue to provide psychosocial supports as necessary.   |

## Appendix II. Returnee Background, Registration and Screening Tool

Case No.:

### Part A: Returnee Background and Registration

|  |  |   |  |
|--|--|---|--|
| Name of returnee<br>DOB                                  | ..... →If UMC refer to special transit centre  | Type of Return                            | <input type="checkbox"/> Deported<br><input type="checkbox"/> Voluntary Return   |
| Gender   | <input type="checkbox"/> Male <input type="checkbox"/> Female  |   |  |
| Level of Education                                       | .....  |   |  |
| Type of returnee   | <input type="checkbox"/> Individual<br><input type="checkbox"/> Couple<br><input type="checkbox"/> Traditional family; ..... pax<br><input type="checkbox"/> Mono-parental family; ..... pax<br><input type="checkbox"/> Minor | City of Migration<br>Country of Migration | .....<br>.....   |
| Date of return   | .....  | Duration Abroad                           | .....  |
| Region of Origin<br>Woreda of Origin<br>Kebele of Origin |  | Occupation Abroad                         | <input type="checkbox"/> Domestic Work<br><input type="checkbox"/> Construction<br><input type="checkbox"/> Services<br><input type="checkbox"/> Agriculture<br><input type="checkbox"/> Other<br><input type="checkbox"/> Not working |
| Do you plan to return to this place?                     | <input type="checkbox"/> Yes <input type="checkbox"/> No   | Date of Interview<br>Place of Interview   | .....<br>.....   |
| If no, where do you plan to go?                          | .....  |   |  |

### Part B: Screening

|   |  |
|---|--|
| Do you have a place to go to now?                     | <input type="checkbox"/> Yes <input type="checkbox"/> No                   |
| Do you have a place to sleep tonight?                 | <input type="checkbox"/> Yes <input type="checkbox"/> No                   |
| Do you need assistance to get to where you are going? | <input type="checkbox"/> Yes <input type="checkbox"/> No                   |
| Do you have any injuries?                             | <input type="checkbox"/> Yes <input type="checkbox"/> No                   |
| Do you require medical assistance?                    | <input type="checkbox"/> Yes <input type="checkbox"/> No                   |
| If yes, what type?                                    | <input type="checkbox"/> Doctor <input type="checkbox"/> Psychosocial care |

## Appendix III. Returnee Case Assessment and Monitoring Tool

Case No.:

### Section 1: Returnees Background

|  |   |   |          |
|--|---|---|----------|
| <b>1.1 Date</b>                              |   | <b>1.2 Time since Return (months)</b>                     |          |
| <b>1.3 Where does the returnee live now?</b> | <input type="checkbox"/> 1 Same community as upon return<br><input type="checkbox"/> 2 Different community within Woreda<br><input type="checkbox"/> 3 Different community within Region<br><input type="checkbox"/> 4 Different community in Ethiopia<br><input type="checkbox"/> 5 Migrated internationally – To which country? ..... | <b>Date of Interview</b><br><br><b>Place of Interview</b> | <br><br> |

### Section 2: Reintegration Interventions

| Which reintegration interventions:                          | A) Were recommended in Reintegration Plan?                      | B) The returnee attended the reintegration intervention?        | C) The returnee completed the reintegration intervention?       | D) If no to any of previous questions, Reason for non-completion? (open ended) |
|---|---|---|---|--|
| <b>2.1 Financial Awareness/Literacy Seminar</b>             | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No |  |
| <b>2.2 Business Management Training</b>                     | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No |  |
| <b>2.3 Developed a Business</b>                             | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No |  |
| <b>2.4 Joined/ developed a cooperative</b>                  | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No |  |
| <b>2.5 Market Needs Assessment</b>                          | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No |  |
| <b>2.6 Accessed loans or finance programmes</b>             | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No |  |
| <b>2.7 Vocational Training</b>                              | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No |  |
| <b>2.8 Community conversations/sensitization programmes</b> | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No |  |
| <b>2.9 Social housing supports</b>                          | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No |  |
| <b>2.10 Targeted Mediation</b>                              | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No |  |
| <b>2.11 Counselling services</b>                            | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No | <input type="checkbox"/> 1 Yes<br><input type="checkbox"/> 0 No |  |



**Section 3: Business and Cooperative Owners (skip if returnee has not started a business/cooperative)**

|   |   |
|---|---|
| <b>3.1</b> In what sector is your business/cooperative operating?                                   |   |
| <b>3.2</b> Is your business/cooperative formal or informal (meaning formal is registered business)? | <input type="checkbox"/> 1 Formal<br><input type="checkbox"/> 0 Informal  |
| <b>3.3</b> How many months ago did you start this business/cooperative?                             |   |
| <b>3.4</b> Do you have any paid employees?  | <input type="checkbox"/> 1 Yes → <i>If yes, 3.4a: how many?</i><br><input type="checkbox"/> No                        |
| <b>3.5</b> How would you describe the current state of your business?                               | <input type="checkbox"/> 1 Struggling<br><input type="checkbox"/> 1 Managing<br><input type="checkbox"/> 1 Profitable |

**Section 4: Employment**

|   |  |
|---|--|
| <b>4.1</b> Are you currently employed (aside from any business or cooperative mentioned in Section 3) | <input type="checkbox"/> Yes<br><input type="checkbox"/> No  |
| <b>4.2</b> How would you rate your current economic situation?  | <input type="checkbox"/> 2 Comfortable<br><input type="checkbox"/> 1 Coping<br><input type="checkbox"/> 0 Struggling |

**Section 5: Reintegration Perceptions and Remigration Intentions**

|  |   |
|--|---|
| <b>5.1</b> To what extent do you feel that you have successfully reintegrated in Ethiopia? | <input type="checkbox"/> 3 Highly reintegrated<br><input type="checkbox"/> 2 Reintegrated<br><input type="checkbox"/> 1 Somewhat Reintegrated<br><input type="checkbox"/> 0 Not at all reintegrated |
| <b>5.2</b> Do you have concrete plans to re-emigrate?                                      | <input type="checkbox"/> 1 Yes → <i>If yes, go to 5.3</i><br><input type="checkbox"/> 0 No → <i>If no, go to</i>  |
| <b>5.3</b> Where do you want to go?  |   |

## Appendix IV. SIYB overview

### 1.1 What is SIYB?

Research shows that small-scale enterprises account for nearly two-thirds of all jobs worldwide. Micro-, small, and medium enterprises (MSMEs) also play a crucial role in providing income and livelihoods where there is a lack of sufficient wage employment. Given the contribution of entrepreneurs to job creation and economic growth, many governments make efforts to support existing and aspiring business owners. This assistance can be offered in a wide variety of forms, including technical and entrepreneurial training, financial support and other services.

The ILO has been rolling out its flagship business management training programme, **Start and Improve Your Business (SIYB)**, since the 1980s to help individuals start and improve small businesses as a strategy for creating employment.

The objectives of the SIYB programme are:

- ▶ to enable local providers of business development services to implement business start-up and improvement training effectively and independently; and
- ▶ to enable women and men to start viable businesses, to increase the viability of existing enterprises, and in doing so, to create quality employment for others.

The core of the SIYB programme is a suite of interlinked training packages (see figure 1), each incorporating quality learning materials that respond to the needs of the clients. The learning materials are adapted for different target groups. For instance, SIYB has been adapted for people with low levels of literacy; in this form, called SIYB Level 1, the learning materials are pictorial and explain the concepts of business management through illustrations.

**Figure 1. The four core SIYB training packages**



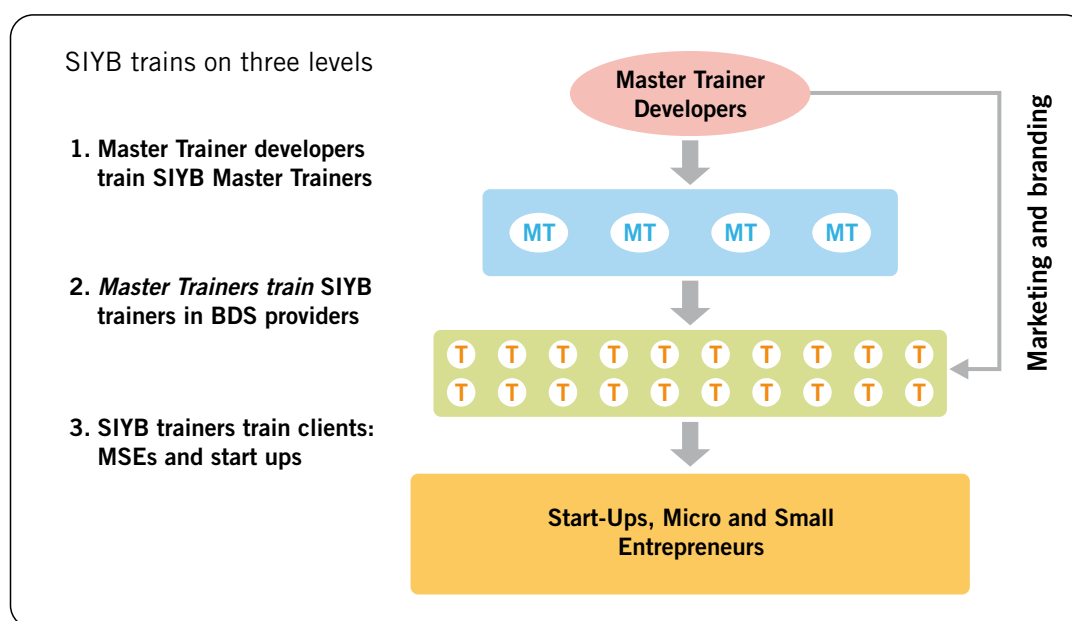
## 1.2 Key actors and implementation model

The key actors in the implementation of the SIYB programme are Master Trainers, Trainers, and the local SIYB partner organizations through which they operate. These deliver support through the various training packages to both existing MSMEs and new start-ups.

The SIYB programme was designed with an **institutional approach** and a **multiplier strategy**. After assessing the market for business services in a given country or region and establishing the demand for business management training solutions, the ILO builds the capacity of local training providers/Trainers to effectively and independently implement SIYB training for entrepreneurs. Master Trainers, who are selected from among Trainers and further trained and certified by the ILO, have a key role in planning, organizing, and conducting Training of Trainers. They are also responsible for marketing the SIYB programme, selecting new partner organizations, quality control of the SIYB programme, material adaptation, and conducting SIYB impact assessments and evaluations at the national level.

By using this multiplier strategy, the ILO intends to create a sustainable training and quality assurance system at the national level. Figure 2 below illustrates the implementation of the SIYB methodology.

**Figure 2. SIYB implementation model**



## 1.3 SIYB results at a glance

Since its inception in the 1980s, SIYB has become an integral part of national initiatives to stimulate economic development. With 380 Master Trainers, almost 64,740 Trainers, and over 15 million beneficiaries trained, SIYB is one of the largest programmes of its kind worldwide, implemented by close to 3,340 organizations in 100 countries.

It is estimated that this outreach has led to the start-up of at least 2.65 million new businesses and the expansion of 40 per cent of existing businesses, creating close to 9 million jobs globally in new and existing businesses by the end of 2015.

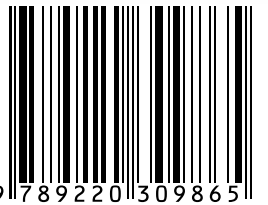






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